

TERMS & CONDITIONS

Our Details

SMD Construction Consultancy Ltd is registered in England & Wales with number 11139438. Our registered office is located at 94 Arundel Dr, Fareham PO16 7NU

Disclaimer

Throughout this website you may find links to third party websites. The provision of a link to such a website does not mean that we endorse that website. If you visit any website via a link on this website you do so at your own risk.

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These terms of use are governed by English law. Any dispute arising in connection with these terms of use shall be subject to the exclusive jurisdiction of the Courts of England and Wales.

Intellectual Property

The copyright in the contents of this site is owned by SMD Construction Consultancy Ltd. except where explicitly stated otherwise.

PRIVACY POLICY

SMD Construction Consultancy Ltd. consider your privacy to be of the upmost importance. The Privacy Policy outlined below, together with our Terms & Conditions and Cookie Policy, explains the way in which we collect, process and protect your data.

WHAT PERSONAL DATA DO WE HOLD?

When you use our website, we may collect and process the following data about you: details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data; information provided to us when you communicate with us for any reason.

If you are a Client or Supplier, we may currently hold up to five categories of personal information about you including: your name; business email address; business postal address; business telephone number; mobile phone number.

WHERE DID WE GET YOUR DATA FROM?

Your personal data was collected through one of the following means: your use of our website; your email correspondence with ourselves; your completed Client Questionnaire document; your company invoices.

WHAT IS OUR PURPOSE FOR HOLDING YOUR DATA?

We use your details so that we can communicate with you by post, email, or phone and to inform you of our services, carry out our contracted services, invoice you for those services or contact you regarding the services you provide for us.

As a Client or Supplier, our lawful basis for holding your information is that processing is necessary for the performance of a contract to which you are party to, or in order to take steps at the request of the yourselves prior to entering into a contract. These contracts include, contract for the provision of construction consultancy services to yourselves and contract to supply goods and services to ourselves.

WHAT DO WE DO WITH YOUR DATA?

We only share your information with our business services partners in order to provide the services above.

If you are a Client or Supplier, your personal information is held and processed in the European Economic Area (EEA) within our cloud-based accounting software. If Personal Information is transferred outside of the EEA, measures will be taken to ensure that the transfer is in compliance with the EU General Data Protection Regulation. For example, it will only be transferred to countries that have been identified as providing adequate protection for EEA data. The personal information we hold is stored and processed securely and is encrypted by our accounting software using industry-standard TLS (Transport Layer Security).

The company operates an email newsletter program, used to inform subscribers about services. Users can subscribe by contacting the company but do so at their own discretion. Some subscriptions may be manually processed through prior written agreement with the user. Subscriber data is held by email marketing software company MailChimp. You can read MailChimp's Privacy Policy here for further information: <https://mailchimp.com/legal/privacy/>

Email marketing campaigns contain tracking facilities within the actual email. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity [this is not a comprehensive list]. This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

Subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

WHAT DON'T WE DO WITH YOUR DATA?

We do not pass your information to any third parties, apart from our business services partners to carry out the contracted services. We do not use any automated systems relating to your personal data. We do not use your information for profiling.

HOW LONG DO WE KEEP YOUR DATA?

The information we use for communicating with you is kept on an ongoing basis for as long as we have a business relationship with you or we believe there is a legitimate interest for you.

WHAT ARE YOUR PERSONAL DATA RIGHTS?

If at any point you believe that the personal information we hold on you is incorrect, you want us to correct or delete that information, or you no longer want us to hold that information or contact you, you can exercise your rights under the current Data Protection laws. These rights include: right of access; right to rectification; right to erasure; right to restriction of processing; right to data portability; right to object.

WHO CAN YOU CONTACT IF YOU HAVE AN ISSUE?

For more information about your personal data rights please visit the Information Commissioner Office website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Please contact Dawn Owen on 01489 884162 or send a message to dawn@smdconsultancy.co.uk Dawn Owen fills the role of Data Protection Officer for SMD Construction Consultancy Ltd. If you wish to raise a complaint about how we handle your personal

data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response you can make a complaint to the Information Commissioner's Office (ICO). Their helpdesk number is 0303 123 1113.